



City of Memphis

**REQUEST
FOR
QUALIFICATIONS
26892**

**Professional Consulting Services
For Consultant for the Procurement of a Public Radio
System for Police Services**

Division of Police Services

**Due Date:
September 12, 2014
2:00 P.M. CST**

CITY OF MEMPHIS/DIVISION OF POLICE SERVICES

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I. GENERAL INFORMATION

1.1 PURPOSE

The purpose of this Request For Qualifications is to contract a consultant to familiarize themselves with the current Memphis\Shelby County radio system, to suggest and recommend an upgrade path, to assist in writing the Needs and Specifications for the purchase of a public safety radio system, to deliver a Request For Proposals to seek vendors to upgrade/replace the Memphis\Shelby County Radio System to an APCO P25 Phase2 system and to assist with project management activities in project implementation.

1.2 OVERVIEW

The City of Memphis Tennessee and Shelby County Tennessee Government (Memphis/Shelby County) jointly own and operate an 800MHz Motorola SmartZone 4.1 system with two (2) seven (7) site Simulcast systems and one (1) five channel IR (Intellirepeater) site. Memphis\Shelby County wishes to upgrade to an Association of Public-Safety Communications Officials (APCO) Project 25 (P25) "Phase 2" radio system. The upgrade or replacement should reuse any current towers or equipment possible to maximize economies to the owners while at the same time maximizing the benefit to the radio system users and providing growth for future use.

A: Current Situation

1. System Description: The City of Memphis and Shelby County Government jointly own and operate an 800MHz Motorola SmartZone 4.1 Trunking Radio System with two (2) seven (7) site simulcast systems and one five channel IR (Intellirepeater) site.
 - a. The two simulcast systems are named System A and System B. The two simulcast systems have separate Prime Sites, however the RF Remote Sites are co-located. There are 22 channels for System A and 14 channels for System B. The Zone Master site and System B prime site are located at 79 South Flicker Street. The System A prime site is located at 201 Poplar Street.
 - b. The seven simulcast remote site for Systems A and B are located at; Fire Station 31, Fire Station 51, Fire Station 52, Fire Station 45, Fire Station 7, 9905 Redwood Road and the Fisherville site at 2012 Collierville-Arlington Road.
 - c. The five channel Intellirepeater site is named the Locke site and is located at 7709 Benjestown Road, Millington TN.
2. Radio Users: The Memphis\Shelby County radio system provides two-way Public-Safety radio service to several agencies within Shelby County TN.
 - a. Primary Users: Memphis Police, Memphis Fire and EMS, several Public Services Bureaus of the City of Memphis, Shelby County Sheriff, Shelby County Fire, the Public Services Bureaus of Shelby County Government, Millington TN Police and Fire, University of Memphis Police, and the merged Memphis City Schools\Shelby

County Schools District.

- b. Mutual Aid: Through cooperative cross-programming the Memphis\Shelby County radio system supports mutual with City of Germantown Police and Fire, City of Bartlett Police and Fire, Town of Collierville Police and Fire, and various Emergency Management Agencies within UASI District 11.
3. Coverage: The Memphis/Shelby County Radio system was designed in 2005 to provide 95% coverage providing digital audio quality of “Speech understandable with slight effort. Occasional repetition required due to noise/distortion”, both talk-in and talk-out, within Shelby County while using a hand-held portable and either standing outside or sitting in a vehicle with a Public-Safety Microphone (PSM) attached to the radio.
4. Dispatch Console System: Memphis/Shelby County currently operates a Motorola Centracom Gold Elite Console system which operates thirty-seven (37) Dispatch Consoles at seven (7) locations. The Dispatch consoles use 3750 ID numbers.
 - a. The Ambassador Embassy Switch is co-located at the Master Site.
 - b. Memphis Fire Communications currently operates seven (7) console positions.
 - c. Memphis Office of Emergency Management (OEM) currently operates two (2) console positions.
 - d. Memphis Police Communications currently operates fifteen (15) console positions including fourteen (14) local and one (1) remote position.
 - e. Shelby County Fire Communications currently operates four (4) console positions.
 - f. Shelby County Sheriff Communications currently operates eight (8) console positions.
 - g. Memphis Police Radio Maintenance operates one (1) console position.
 - h. The Centracom Dispatch consoles currently use 3750 ID numbers on the system.
5. Microwave Transport Sub-System: Memphis/Shelby County currently operates a Microwave Sub-System to connect the Master Site, Prime Sites, RF Sites, and three (3) of the Dispatch locations. The Microwave Sub-system has some room for expansion to provide additional transport capacity.
6. Subscribers: There are approximately 17,000 subscriber radios affiliated on the Memphis/Shelby County radio system. Additionally, the Dispatch consoles use 3750 ID numbers.
 - a. Memphis Police: Approximately 4700
 - b. Memphis Fire: Approximately 1300
 - c. Memphis Public Services Bureaus: Approximately 2400
 - d. Shelby County Sheriff: Approximately 1600
 - e. Shelby County Fire: Approximately 175
 - f. Shelby County Public Services Bureaus: Approximately 900
 - g. Merged Memphis City Schools\Shelby County Schools District: Approximately 900
 - h. Millington Police: Approximately 120
 - i. University of Memphis Police: Approximately 60
 - j. Mutual Aid\Interoperability Users: There are approximately 3800 radio users from the surrounding Municipalities, State, and Federal Agencies for Mutual Aid and

Interoperability use.

- i. City of Germantown
 - ii. Town of Collierville
 - iii. City of Bartlett
 - iv. Various EMA offices for UASI District 11
 - v. Multiple State and Federal Law Enforcement Agencies
7. Airtime Usage: The Memphis\Shelby County Trunking Radio system handles approximately 90,000 calls per day.
 - a. Friday is the busiest day with approximately 125,000 calls using 500,000 seconds of airtime
 - b. Sunday is the slowest day with approximately 70,000 calls using 375,000 seconds of airtime
 - c. (airtimes are approximations because a wide-zone trunking call may use more than one of the three sites and get counted one, two or three times)
8. Redundancy in Similar System: Memphis Light, Gas, and Water (MLGW) has a radio system of similar technology to Memphis/Shelby County that provides redundancy
 - a. All Memphis Police, Memphis Fire, Memphis OEM, Shelby County Sheriff, and Shelby County Fire radios are programmed with backup talkgroups and are authorized to function on the MLGW radio system
 - b. All MLGW radios are programmed with backup talkgroups and are authorized to function on the Memphis/Shelby County radio system
 - c. This cross-programming provides a level of redundancy in case of a total or catastrophic failure of either system.
9. Mobile Data: The Memphis Fire Department currently operates a single frequency RD-LAP Mobile Data channel for their 40 EMS Ambulance units. The RD-LAP technology is obsolete and the last of the subscribers will be transitioned off this channel in the August 2014 timeframe.

B: Future System

1. Technology: Memphis/Shelby County has specified an APCO P25 Phase2 system
 - a. APCO P25 is the only standard recommended by the U.S Department of Homeland Security (HLS) and the only technology eligible for HLS grants
 - b. APCO P25 Phase2 is replacing Phase1 and will provide for future growth
2. Coverage: Future system must provide at least the current 95% coverage of Shelby County TN
3. Infrastructure: Reuse of current towers and microwave transport if possible
4. Open Standards: Future system will give consideration to open standard technology. Proprietary technology will be discouraged
5. Dispatch Consoles: Replace all consoles and associated equipment
6. Airtime: Future system must at a minimum be able to seamlessly handle the current number of subscribers, the current high call count per minute, and the current airtime seconds

7. Subscribers: Reuse of current subscribers to reduce costs is a concern
8. Mutual Aid: Future system should allow inter-municipality mutual aid
 - a. Possible integration with MLGW
 - b. Possible integration with the City of Millington, City of Bartlett, City of Germantown, and/or Town of Collierville.
 - c. Possible integration with a Tennessee State-Wide radio system
 - d. Mutual aid for agencies not part of the Memphis\Shelby county radio system
9. Mobile Data: An assessment of what level P25 Integrated Data would most benefit Memphis/Shelby County users is required.

1.3 REQUIREMENTS

Vendor Requirements Summary

1. The vendor must participate in the mandatory pre-submission conference.
2. Familiarize itself with the current Memphis/Shelby County Radio System.
3. Assess the current overall communications environment.
4. Suggest and recommend an upgrade path, including mobile data.
5. Assist in writing the Needs and Specifications.
6. Deliver a Request for Proposals to seek vendors to upgrade/replace the Memphis\Shelby County Radio System to an APCO P25 Phase2 system.
7. Assist Memphis\Shelby County to evaluate received Proposals.
8. The successful consultant vendor will be ineligible to submit proposals for the actual Radio System upgrade.

1.4 SUBMISSION OF QUALIFICATIONS

Respondents shall submit (A) one (1) original and seven (7) complete printed copies of its Statement of Interest and Qualifications in accordance with the instructions in this RFQ (including the signed Cover Letters); and (B) 2 CDs or DVDs containing softcopies of its entire Submission (including PDFs of the Signed Cover Letters) on or before **September 12, 2014, 2:00 pm CST**, to the addressee provided below:

Responses must be submitted in a sealed envelope/package, with the Request for Qualifications Name and Number and the Company Name clearly visible on the outside of the packet.

Responses must be received by **September 12, 2014 at 2:00 PM Central Daylight Time** at the following location:

**Qualifications for Professional Consulting Services
for a Consultant for the Procurement of a Public Radio System for Police Services
Request for Qualifications # 26892
For the Division of Police Services
City of Memphis
Attn: Eric Mayse, Purchasing Agent
125 N. Main, Room 354
Memphis, TN 38103**

Since all submittals generated by the Respondent to this RFQ become the property of the City of Memphis/Division of Police Services, the Respondent agrees that it will not, without written approval by the City, disclose publicly said records.

Subsequent to the award of contract, all information submitted as part of, or in support of the qualifications will be available for public inspection in compliance with applicable laws.

Telegraphic or facsimile submissions will not be considered. Any Statement of Interest and Qualifications received at the above location after the exact time specified for receipt will not be considered.

II. Requested Scope of Services (Completion Certifications)

2.1 SCOPE OF SERVICES

CONSULTING SERVICES ASSOCIATED WITH THE PROCUREMENT OF A PUBLIC SAFETY RADIO SYSTEM FOR POLICE SERVICES

The RFQ scope of services is detailed below. The goal is to create a public safety radio system that supports all of Memphis/Shelby County's current and longer term public safety radio and nonpublic safety requirements as well as enabling interoperable communications for any emergency service providers including regional partners. The City of Memphis/Shelby County, TN Shelby County is issuing a Request for Qualifications (RFQ) seeking services from qualified consultants to conduct the following services:

Contract Term:

The contract is a four-year contract, which begins on the date of execution and expires one (1) year from the date of execution with the option to renew for three additional one (1) year periods, renewable annually.

Phase 1 - Develop an RFP for the engineering, design and construction of a new or upgraded public safety radio system for Memphis/Shelby County and Shelby County.

Phase 2 - Support the City in the evaluation of responses, provide administrative and technical support throughout the procurement process and assist in making the final selection of a qualified radio vendor for either an upgraded or new radio system.

Phase 3 - Provide implementation services for project management, contract management, construction management and documentation services for construction of the new or upgraded radio system.

NOTE: The successful firm shall be an independent radio system consultant who is not a vendor of radio communication equipment.

2.2 SERVICES REQUIRED/TECHNICAL STANDARDS

Phase 1

The consultant shall:

1. Evaluate the land mobile radio market trends and top tier vendors,
2. Identify, assess and define the needs of all radio system stakeholders,
3. Investigate the use of available grant funding for this project,
4. Create an RFP to cover the design, development, procurement, construction and implementation of a standards based, interoperable land mobile radio communications system (upgraded or new) that will support the current and future needs for Police, Fire, Public Safety

Communications, other nonpublic safety city departments and Memphis/Shelby County's public safety regional partners. The RFP shall be functional and performance-based rather than dictate a specific system design approach. Thus, the RFP will define the functions that need to be supported, the services required, and the overall radio system performance that must be achieved.

Phase 2

The consultant shall assist in evaluating the proposals for both the upgraded or new systems. This work will include assisting in the selection of the best overall system, the appropriate services, software and components to achieve the required system functionality and negotiation of the final contract between the chosen vendor and the City.

Phase 3

The consultant will provide project management services including but not limited to project implementation schedules, tasks, timelines, schedules, responsibilities and any other related services required to successfully implement the proposed system.

Those services will include but are not limited to:

1. Acting as project manager,
 2. Establishing the project teams,
 3. Assigning responsibilities and tasks,
 4. Organizing and running project meetings,
 5. Documenting/recording project meeting minutes,
 6. Publishing monthly project process reports,
 7. Developing an infrastructure installation and deployment plan,
 8. Developing a radio coverage acceptance test plan for indoor and outdoor coverage,
 9. Developing a mobile unit installation and functional test plan,
 10. Developing a radio system factory acceptance test plan, radio system field acceptance test plan, a microwave factory acceptance test plan, a microwave system field acceptance test plan,
 11. Developing a full system acceptance test plan.
- In addition, the consultant will assist the city with supervising the construction of the system, and assist in managing all pay requests and change orders with the overall goal to ensure that the end product is of superior quality and functioning as designed and that the system is delivered on schedule and within budget.

2.3 VENDOR REQUIREMENTS SUMMARY

1. The vendor must participate in the mandatory pre-submission conference.

2. Familiarize itself with the current Memphis/Shelby County Radio System.
3. Assess the current overall communications environment.
4. Suggest and recommend an upgrade path, including mobile data.
5. Assist in writing the Needs and Specifications.
6. Deliver a Request for Proposals to seek vendors to upgrade/replace the Memphis/Shelby County Radio System to an APCO P25 Phase2 system.
7. Assist Memphis/Shelby County to evaluate received Proposals.
8. The successful consultant vendor will be ineligible to submit proposals for the actual Radio System upgrade.

2.4 SERVICES REQUIRED/SUBMISSION REQUIREMENTS

This Section describes the contents of Vendor Submissions in response to this RFQ and provides an outline of how Vendor should organize it. Vendor's Submission will not be considered responsive unless it fully complies with the requirements in this Section, as well as the additional instructions provided regarding the required Submission formats and Submission process.

Specifically, Vendor's Submission shall include each of the sections referenced in the table below. The requirements for each of these Submission Sections are described in more detail following the table. **VENDOR'S SUBMISSION WILL BE DISQUALIFIED FROM THIS RFQ PROCESS IF THE VENDOR FAILS TO CONFORM TO THE SUBMISSION INSTRUCTIONS IN THIS SECTION.**

Sections and Topics
Management Summary
Business Plan with Scope
Corporate Experience and Capacity Scope
Financial Documentation
References
Key Personnel
Acceptance of Conditions
Pricing Model
Insurance and Indemnification

Sections and Topics
Equal Business Opportunity Program

2.5 MANAGEMENT SUMMARY

Provide a cover letter indicating the underlying philosophy of your firm in providing the service. The letter must be signed by a person who is authorized to commit the offeror's organization to perform the work included in the request for qualifications and shall identify all materials and enclosures being forwarded in response to the RFQ. The letter should summarize key elements of the bidder's submission. Include any supplemental information that is felt would be helpful in assisting the evaluation of the submission. The letter must stipulate that the proposed price shall remain valid for nine (9) months from the Submission due date. The City may request an extension of time if needed. In addition, the submission will contain the following information:

The letter shall include the Proposer's contact information:

- Name of Primary and Secondary Point of Contact
- Address
- City, State, Zip,
- E-mail,
- Phone/fax

2.6 BUSINESS PLAN

- 1) Provide a full and complete description of the service being offered.
- 2) Provide a detailed implementation plan, including a committed start date.
- 3) Provide a narrative description of the proposed contract team, including the Project Manager and the role to be played by each member.
- 4) Indicate the address and telephone number of the bidder's office located nearest to Memphis/Shelby County.
- 5) Describe recent directly related experience supporting similar P25 systems with a brief description of each project.

2.7 CORPORATE EXPERIENCE AND CAPACITY

Company must comply with requirements stated below:

1. Provide evidence that your company has provided services of similar size and scope to that of this project within the last five (5) years.

2. Provide as an attachment any additional information not requested in the Company Information that document your firm's qualifications to produce the required outcomes, including its ability, capacity, skill, and financial strength. You may also include a link to your company's web page or additional brochures.

2.8 FINANCIAL DOCUMENTATION

All submissions must include documentation of financial responsibility and stability.

For **publicly** held companies, documents must comply with following requirements:

1. The most recent independent audited financial statements for a fiscal year within the last 24 months. Note: Compiled or reviewed financial statements will not be accepted.
2. The audited financial statements must comply with following requirements:
 - a. Prepared with all monetary amounts in United States currency.
 - b. Prepared under United States generally accepted accounting principles
 - c. Audited under United States generally accepted auditing standards
3. The audited financial statements must include:
 - a. The auditor's opinion letter
 - b. Financial statements
 - c. Notes to the financial statements

For **privately** held companies, in lieu of audited financial statements, provide documentation clearly demonstrating financial stability of the company.

2.9 REFERENCES

Provide a list of three (3) references for work of similar size and scope. The services provided to these clients shall have characteristics as similar as possible to those requested in this RFQ. Information provided for each client shall include the following:

- a) Client name, address, and current telephone number
- b) Description of services provided
- c) Time period of the project or contract
- d) Client's contact reference name and current telephone number

2.10 KEY PERSONNEL

Attach resumes of all managers, senior-level supervisors, and technical support personnel who will be involved in the management of the total package of services, as well as the delivery of the specific services. The resumes of the actual employees delivering the services must be included so the Evaluation Committee can determine their experience and qualifications.

For each person, the resume should provide the following information:

- Name
- Address, Phone Number and e-mail address
- Title
- Role
- Description of past assignments would prepare him or her for this assignment
- Educational qualifications
- Tenure at firm
- Years of relevant experience
- Years of public sector experience

2.11 ACCEPTANCE OF CONDITIONS

All requested information in this RFQ must be supplied. Indicate any exceptions to the general terms and conditions of the RFQ and to insurance requirements and any other requirements listed in the RFQ. All exceptions shall be clearly identified in this Section and a written explanation shall include the scope of the exceptions, the ramifications of the exceptions for Memphis/Shelby County, and the description of the advantages or the disadvantages to Memphis/Shelby County as a result of exceptions. Depending upon the value of the exception(s) to Memphis/Shelby County, your Business Plan score may reflect a lowered Business Plan Score. Memphis/Shelby County, in its sole discretion, may reject a submission based on any exceptions or specifications within the submission. Proposers may also provide supplemental information, if necessary, to assist Memphis/Shelby County in analyzing responses to this RFQ.

2.12 PRICING MODEL

1. Fee Submission for Phase 1 and 2 to include:
 - a) The estimated total cost by major task broken down by hourly rates and estimated hours;

- b) Summary of the individual's hourly rates;
 - c) Any administrative, expenses or other costs.
2. Rate schedule to be used during Phase 3, should Phase 3 services be added to the successful consultant's contract.

NOTE: COSTS WILL BE EVALUATED SEPARATELY; THEREFORE, COSTS MUST BE SUBMITTED SEALED AND UNDER SEPARATE COVER.

2.13 EQUAL BUSINESS OPPORTUNITY (EBO) PROGRAM

Equal Business Opportunity Program

The negotiated contract awarded as a result of this RFQ (Request for Qualifications) will be subject to the requirements of the City of Memphis Ordinance #5384 which establishes the Equal Business Opportunity ("EBO") Program. It is up to the Respondent to ensure that all requirements of this ordinance are met. The Ordinance may be accessed on the City's website at www.memphistn.gov under "Doing Business". The intent of the EBO Program is to increase the participation of locally owned minority and women owned business enterprises ("M/WBE") in the City's purchasing activities. Toward achieving this objective, the M/WBE participation goal for this solicitation is 12%. The percentage of M/WBE participation is defined as the dollar value of subcontracts awarded to certified minority and/or women business enterprises divided by the total proposed base bid amount.

Participation Plan

The Participation Plan must include: (1) level and dollar amount of participation your firm anticipates to achieve in the performance of contract resulting from this RFQ; (2) the type of work to be performed by the M/WBE participation; and (3) the names of the M/WBEs the Respondent plans to utilize in the performance of the contract resulting from this RFQ.

Eligible M/WBE Firms

To qualify as an M/WBE firm, per the requirements of City of Memphis Ordinance #5384, a firm must be included on the City's list of certified M/WBE firms. One or a combination of several M/WBEs may be utilized to meet the established goal of 12%. A list of the City's eligible MWBE firms is included with this solicitation as Attachment A.

Requests for verification must be submitted to the City's Contract Compliance Office listed below:

Mary L. Bright
City of Memphis
Contract Compliance Office
125 North Main Street, Suite 546
Memphis, TN 38103
Phone: (901) 576-6210
Fax: (901) 576-6560
Email: mary.bright@memphistn.gov

2.14 CITY OF MEMPHIS

EQUAL BUSINESS OPPORTUNITY PROGRAM COMPLIANCE FORM

PROJECT TITLE: **26892**

Project M/WBE GOAL: **12%**

The following sections must be completed by bidder. A certified subcontractor or supplier is defined as a firm from the list of certified firms provided with this specification.

Bidder's Name

Section A - If the bidder is a certified firm, so indicate here with a check mark.

_____ MBE _____ WBE

Section B - Identify below those certified firms that will be employed as subcontractors or suppliers on this project. By submitting this bid, the bidder commits to the use of the firms listed below.

\$	=	Show the dollar value of the subcontract to be awarded to this firm
%	=	Show the percentage this subcontract is of your base bid
M/WBE	=	Show by inserting an M or W whether the subcontractor is an MBE or WBE

<u>\$ / %</u>	<u>M/WBE</u>	<u>SERVICE</u>	<u>CERTIFIED SUBCONTR. NAME, ADDRESS, TEL. #</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

\$	%	
_____	_____	<u>Total MBE</u>
_____	_____	<u>Total WBE</u>

THIS FORM and SUPPORTING DOCUMENTATION MUST BE SUBMITTED WITH THE BID OR THE BID WILL BE CONSIDERED NON-CONFORMING.

2.15 GOOD FAITH EFFORTS DOCUMENTATION

If a Respondent proposes an M/WBE percentage less than the established goal, the Respondent must, at the time of the response, submit a Good Faith Efforts statement accompanied by the appropriate documentation justifying its submitted M/WBE percentage. The ability of the Respondent to perform the work with its own work force will not in itself excuse the Respondent from making good faith efforts to meet participation goals. The determination of whether a Respondent has made a good faith effort will be made by the City's Contract Compliance Officer, Director of Finance and the Purchasing Agent, prior to the award of the project. The Good Faith Efforts statement must include the following documentation:

GOOD FAITH EFFORT DOCUMENTATION FORM

To The Honorable Mayor City of Memphis, Tennessee

From: _____
VENDOR NAME

PROJECT TITLE:

Enclosed please find the required documents:

_____ Said Bidder _____ did / or _____ did not attend the project pre-bid meeting.

_____ Copies of all written notification to City of Memphis M/WBE listed firms.

(Please attach list of all firms notified, detail how they were notified and when).

_____ Said Bidder _____ did / or _____ did not select economically feasible portions of the work to be performed by M/WBE firms.

_____ List all M/WBE firms with which negotiations took place. (Attach list. If no negotiations were held, please state so.) Provide names, addresses, and dates of negotiations.

_____ Statement of efforts to assist M/WBE firms, with bonding, insurance, financing, or with document review. (Attach list. If no assistance was provided, please state so.)

_____ The Bidder _____ did / or _____ did not use all M/WBE quotations received. If the Bidder did not use all M/WBE quotations received, list on attached sheets, as required as to the reasons those quotes were not used.

_____ List (on attached sheets as required) all M/WBE firms contacted that the bidder considered not to be qualified, and a statement of the reasons for the bidder's conclusions. If no firms were found to be non-qualified, please state so.

THIS SIGNED FORM MUST BE SUBMITTED WITH THE BID IF THE BIDDER DOES NOT MEET THE REQUIRED M/WBE PROJECT GOAL WITH THEIR BID. IF NOT SUBMITTED THE BID WILL BE CONSIDERED NON-CONFORMING.

Contractor's Name

Signature

Printed or Typed Name and Title

2.16 INSURANCE REQUIREMENTS

INSURANCE REQUIREMENTS

FOR CONSULTANTS FOR THE RADIO CONSULTANT RFQ (PUBLIC SAFETY PROJECT 25 (P25))

The Company shall not commence any work under this contract until it has obtained and caused its subcontractors to procure and keep in force all insurance required. The Company shall require all subcontractors to carry insurance as outlined below, in case they are not protected by the policies carried by the Company. The Company is required to provide copies of the insurance policies upon request. The Company shall furnish the Risk Manager a Certificate of Insurance and/or policies attested by a duly authorized representative of the insurance carrier evidencing that the insurance required hereunder is in effect. All insurance companies must be acceptable to the City of Memphis and licensed in the state of Tennessee.

If any of the Insurance Requirements are non-renewed at the expiration dates, payment to the company may be withheld until those requirements have been met, or at the option of the City. The City may pay the renewal premiums and withhold such payments from any monies due the Company.

The Company shall indemnify, defend, save and hold harmless the City, its officers, employees, and agents, from and against any and all claims, demands, suits, actions, penalties, damages, settlements, costs, expenses, or other liabilities of any kind and character arising out of or in connection with the breach of this Agreement by Company, its employees, subcontractors, or agents, or any negligent act or omission of Company, its employees, subcontractors, or agents, which occurs pursuant to the performance of this Agreement, and this indemnification shall survive the expiration or earlier termination of this Agreement. The provisions of this paragraph shall not apply to any loss or damage caused solely by the acts, errors, or omissions of the City, its officers, employees and agents.

Company shall provide notice to the City within three (3) business days following receipt of any notice of cancellation or material change in Company's insurance policy from Company's insurer. Such notice shall be provided to City by registered mail, to the following addresses:

City of Memphis
Attn: Risk Management
2714 Union Extended, Suite 200
Memphis, TN 38112

City of Memphis
Attn: Purchasing Agent
125 North Main, Room 354
Memphis, TN 38103

Each certificate or policy shall require and state in writing the following clauses:

The Certificate of Insurance shall state the following: “The City of Memphis, its officials, agents, employees and representatives shall be named as additional insured on all liability policies.” The additional insured endorsements shall be attached to the Certificate of Insurance and the Certificate of Insurance shall also state: “The additional insured endorsement is attached to the Certificate of Insurance.”

Article I. WORKERS COMPENSATION:

The Company shall maintain in force Workers’ Compensation coverage in accordance with the Statutory Requirements and Limits of the State of Tennessee and shall require all subcontractors to do likewise with MINIMUM LIMITS OF:

Employer’s Liability	\$100,000	Each Accident
	\$500,000	Disease-Policy Limit
	\$100,000	Disease-Each Employee

AUTOMOBILE LIABILITY:

Covering owned, non-owned, and hired vehicles with MINIMUM LIMITS OF:

\$1,000,000 Each Occurrence – Combined Single Limits

COMMERCIAL GENERAL LIABILITY:

Comprehensive General Liability Insurance, including Premises and Operations, Contractual Liability, Independent Contractor’s Liability, and Broad Form Property Damage Liability coverage with MINIMUM LIMITS OF:

\$1,000,000	General Aggregate
\$1,000,000	Products-Completed Operations
\$1,000,000	Personal and Advertising Injury
\$1,000,000	Each Occurrence (Bodily Injury & Property Damage)
\$ 50,000	Fire Damage any One Fire
\$ 5,000	Medical Expense any One Person

PROFESSIONAL LIABILITY:

The Company shall maintain such coverage for at least three (3) years from the termination or expiration of this agreement with MINIMUM LIMITS OF:

\$2,000,000 Per Project / Aggregate

PROPERTY INSURANCE:

The Company shall be responsible for maintaining any and all property insurance on their own equipment and shall require all subcontractors to do likewise.

2.17 USE OF INFORMATION

Vendor may not make any public announcement relating to this RFQ or otherwise publicize the existence or contents of this RFQ. Any Vendor that discusses this RFQ or the Initiative with anyone within or outside the City other than the persons and entities permitted pursuant to this RFQ will risk elimination from further participation in the bidding process due to breach of confidentiality, in addition to enforcement by the City of any other remedies available to it. **All correspondence about this RFQ and the Initiative should be limited to the Contact designated in this RFQ.**

Vendor should not, under any circumstances, contact any City personnel (including senior City management or City employees with whom Vendor has an existing business or personal relationship) to discuss this RFQ without the Principal Contact's prior written consent. Utmost discretion is expected of Vendor and all other RFQ recipients. Any recipient attempting to circumvent this process will risk elimination from further participation in the bidding process.

2.18 PRE-SUBMISSION CONFERENCE

Attendance is required at mandatory pre-submission conference scheduled for September 5, 2014. The conference will be held at the following location:

Real Time Crime Center
600 Jefferson Avenue, Suite 410
Memphis, TN 38105

Date: September 5, 2014
Time: 10:00 am-12:00 pm CST

2.19 SCHEDULE OF EVENTS

The timetable is for the information of submitting entities. Project restraints may cause these dates to change.

Events	Date
Publish RFQ on the City website: (www.memphistn.gov)	August 8, 2014
Advertisement in <i>The Daily News</i>	August 12 & 13, 2014
Vendor Questions Submission	August 22, 2014
City Response to Questions	August 29, 2014
Mandatory Pre-Submission Conference, time <u>Location:</u> Real Time Crime Center 600 Jefferson Avenue, Suite 410 Memphis, TN 38105	September 5, 2014 10:00 am – 12:00 pm CST
Submission Deadline	September 12, 2014, 2:00pm CST
Evaluation of Submissions	Sept 15 – Sept 26, 2014
Notice of Intent to Award	October 3, 2014
Target Date for Contract Negotiations	October 24, 2014

In no event shall the Submission Deadline be changed except by written modification by the City of Memphis Purchasing Department.

2.20 CONTRACT AWARD

The award of contract will be made on the basis of the best proposal, as determined by the City, which meets the requirements and criteria set forth in the solicitation. The City may fund all or any part of a proposal, and the City will only accept proposals for the services requested. The proposal submitted in response to this solicitation is not a legally binding document; however, the contract, which will be based on information provided in the proposal, becomes legally binding once all parties have signed it. Any contract resulting from this RFQ shall be subject to the City of Memphis General Terms and Conditions set forth in this solicitation. The successful Contractor shall be required to execute the contract originated by the City of Memphis and satisfy all contract requirements as specified by the City. One or more contracts may be awarded under this RFQ, and any contract awards and amounts are subject to the availability and appropriation of funds.

The Mayor of the City of Memphis is the final authority who can legally sign contracts on behalf of the City. Costs chargeable to the proposed contract shall not be incurred before receipt of a fully executed contract.

III. QUALIFICATION, PREPARATION AND SUBMISSION REQUIREMENTS

3.1 Respondent's Understanding of Requirements

Respondents are expected to examine and understand the Scope of Services.

3.2 Questions from Prospective Respondents

All questions regarding this RFQ should be directed via email to Rowena.Adams@memphistn.gov on or before August 22, 2014. The subject heading of the email should list "Request for Qualifications # **26892 Questions** – (Your Company Name)".

Phone: (901) 636-3147

Email: Rowena.Adams@memphistn.gov

Fax: (901) 636-3950

No oral requests for clarification or information will be accepted. The Vendor shall identify all email inquiries in the subject line as "RFQ Inquiry" and shall submit questions no later than the deadline stipulated in the RFQ's Schedule of Activities. To ensure the fair and consistent distribution of information, all questions will be answered by a Question-and-Answer (Q&A) document which will be posted on the City website (www.memphistn.gov). No individual answers will be given.

3.3 Addendum to the Solicitation

The City/Division of Police Services may deem it necessary to make modifications, clarifications or changes to this solicitation. Those modifications will be made in the form of a written addendum issued by the City, which modifies only those items specifically discussed in the addendum and all other terms and conditions of the solicitation will remain unchanged.

3.4 Submission Format

The City expects the Submission to be a compilation of various documents as outlined above. Vendor shall use Microsoft Office 2003 file formats in preparing its submission to the maximum extent possible. All pages should be formatted to print on 8 ½ x 11" paper, unless another format is specified. Vendor responses should be specific, factual, brief and to the point, and should avoid pure sales and marketing content to the extent possible.

Submission Expiration Date:

Submissions in response to this RFQ shall remain valid for nine (9) months from the Submission due date. The City may request an extension of time if needed.

3.5 Rejection of Submissions

LATE SUBMISSIONS WILL BE CONSIDERED NON-CONFORMING AND WILL NOT BE ACCEPTED.

Incomplete submissions will not be considered for selection if the omission(s) are determined, in the City's sole discretion, to be significant. Each submission shall be submitted in a sealed envelope or package. Submissions that are submitted to and accepted by the City become the property of the City of Memphis and will not be returned. The City has the right to reject any or all submissions. The submission must set forth accurate and complete information as required in this RFQ. Unclear, incomplete, and/or inaccurate documentation may not be considered for a contract award. Falsification of any information may result in disqualification.

General:

Subject to questions and clarifications raised on specific issues, Vendor shall be deemed, by the submission of its response to this RFQ, to have understood fully the meaning of the overall RFQ. Any claims of ambiguity after contract award will not be accepted by the City.

3.6 Qualifying Submissions

City will review each Submission to determine whether it is a Qualifying Submission. A Qualifying Submission is one that meets all of the criteria set forth below. All Submissions that ***ARE NOT*** considered qualifying will be disqualified from this Request for Qualifications (RFQ) process.

A Qualifying Submission is a Submission:

1. Submitted (in the form and format required) by the due date as specified.
2. Conforms to the requirements of the RFQ (e.g. includes the requisite number of copies, and customer references)
3. Provided all required information as stated in the RFQ.

3.7 Evaluation of Qualifying Submissions

City of Memphis reserves the right to modify the evaluation methodology if determined to be in the best interest of the City of Memphis. Evaluation criteria will not be changed after receipt of submissions. Submissions received in response to this RFQ will be reviewed by an Evaluation Committee. The factors to be considered in the evaluation of submissions are as follows.

3.8 Evaluation Criteria

City will evaluate each Qualifying Submission based on the degree to which it complies with City's requirements, as articulated in this RFQ. The primary categories to be evaluated are:

- Scope and Solution: including whether Vendor accepted the scope of services presented in this RFQ, meets the solution requirements and constraints, proposes an appropriate development plan, mitigates risks, and delivers value added components. Business Plan – Responsiveness and feasibility of proposed Business Plan, overall approach/philosophy to providing the service, exceptions to Memphis/Shelby County's contract. Committed Start Date - Detailed implementation plan and committed start date
- Pricing: including whether Vendor provides a cost effective pricing methodology and total cost of ownership over the life of the contract.

REMINDER:

COSTS WILL BE EVALUATED SEPARATELY; THEREFORE COSTS MUST BE SUBMITTED SEALED AND UNDER SEPARATE COVER.

- References: including customer listing for references and experience completing projects of similar size and scope including financial background of proposer.